

| TRS Consumer CapTel Complaints Log - Nebraska | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|---------------------|---------------------|---|---|--|---------------|--------------------------|----------------------|--|---------------------------------|-----------------------------------|-----------------------|------------------------------------|----------------|---------------------|------------------------|---------------------|----------------------------|-------------------|--------|-------------------|-------------|---|-----------------|-------------|--|
| Tracking No. | (Date created) | (Date Resolved) | Nature of Contact | Type of Complaint (As Originally Noted by Center) | Nebraska Complaints or Inquiries Originating at CapTel Center FY 2012-13 | | | | | | | | | | | | | | | | | | | Total Inquiries | Grand Total | |
| | | | | | Service Complaints | | | Technical Complaints | | | | | | | | | | | | | Other (Inquiries) | | | | | |
| | | | | | Accuracy of Captions | Other-Service | Total Service Complaints | Carrier Of Choice | Dialing / Incoming Calls Not Captioned | Dialing / Set up - Call Waiting | Dialing / Set up - Dialing Prefix | Dial Tone - Not Heard | Disconnect/R econnect During Calls | Set up General | Set up Installation | Set up - Menu Features | Technical - General | Total Technical Complaints | Consumer Educ-Gen | Infor. | Referral | Compliments | | | | |
| 335592 | 06/11/2012 10:46am | 06/11/2012 10:53am | Customer asked if he could use a wireless connection with his CapTel 800. | Setup | | | 0 | | | | | | | | | 1 | | | 1 | | | | 0 | 1 | | |
| 336882 | 06/16/2012 09:05am | 06/16/2012 09:15am | Customer's phone technician inquired how to use voicemail with the CapTel phone. | Info/Referral/Consumer Ed | | | 0 | | | | | | | | | | | | 0 | 1 | | | 1 | 1 | | |
| 337185 | 06/18/2012 11:30am | 06/18/2012 11:37am | Customer's helper inquired if they can use a wireless connect cell service for the CapTel 800. | Setup | | | 0 | | | | | | | | | 1 | | | 1 | | | | 0 | 1 | | |
| 339365 | 06/27/2012 05:24pm | 06/27/2012 05:27pm | Customer's daughter reported using digital cable phone lines. | Setup | | | 0 | | | | | | | | | 1 | | | 1 | | | | 0 | 1 | | |
| 339827 | 06/29/2012 03:20pm | 06/29/2012 03:45pm | Customer requested 3 sheets of Call-Me cards | Info/Referral/Consumer Ed | | | 0 | | | | | | | | | | | | 0 | | 1 | | 1 | 1 | | |
| 339815 | 06/29/2012 03:20pm | 06/29/2012 03:45pm | Customer stated that he was not getting captions on incoming phone calls. | Setup | | | 0 | | | | | | | | 1 | | | 1 | | | | | 0 | 1 | | |
| 340117 | 06/29/2012 06:34pm | 07/01/2012 06:43pm | Caller asked how to reach a CapTel user through the captioning service. | Info/Referral/Consumer Ed | | | 0 | | | | | | | | | | | 0 | 1 | | | | 1 | 1 | | |
| 340116 | 06/29/2012 06:34pm | 06/29/2012 06:43pm | Caller inquired as to why it is important to register their long distance provider. | Info/Referral/Consumer Ed | | | 0 | | | | | | | | | | | 0 | 1 | | | | 1 | 1 | | |
| 340069 | 07/01/2012 01.16 PM | 07/01/2012 01.30 PM | Customer's son called in to test the newly setup CapTel 800 in 2-Line mode. | Setup | | | 0 | | | | | | | | | | | 0 | | 1 | | | 1 | 1 | | |
| 340377 | 07/02/2012 07.40 PM | 07/02/2012 07.40 PM | Customer's helper reported the CapTel did not receive captions on an incoming call. | Info/Referral/Consumer Ed | | | 0 | | 1 | | | | | | | | | 1 | | | | | 0 | 1 | | |
| 341425 | 07/09/2012 08.25 AM | 07/09/2012 08.30 AM | Customer shared a compliment. | Other | | | 0 | | | | | | | | | | | 0 | | | | 1 | 1 | 1 | | |
| 341847 | 07/10/2012 11.41 AM | 07/10/2012 02.07 PM | Customer inquired about long distance registration for incoming callers when dialing into the CapTel phone. | Info/Referral/Consumer Ed | | | 0 | | | | | | | | | | | 0 | 1 | | | | 1 | 1 | | |
| 342337 | 07/12/2012 09.58 AM | 07/12/2012 10.02 AM | Customer reported that they lose the caption connection and they experience garbled captions. | Setup | | | 0 | | | | | | | | 1 | | | 1 | | | | | 0 | 1 | | |
| 342565 | 07/13/2012 09.36 AM | 07/13/2012 09.40 AM | Customer's wife reported that the customer is being hung up on. | Info/Referral/Consumer Ed | | | 0 | | | | | | | | | | | 1 | | | | | 0 | 1 | | |
| | | | | | | | 0 | | | | | | | | 1 | | | 1 | | | | | 0 | | | |

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| 342992 | 07/15/2012 12.06 PM | 07/15/2012 12.12 PM | Customer's daughter reported that incoming calls were not getting captions. | Info/Referral/Consumer Ed | | | 0 | | | 1 | | | | | | | | 1 | | | | | 0 | 1 | |
| 345783 | 07/27/2012 03.22 PM | 07/27/2012 06.14 PM | State representative requested information on setting up a CapTel 800 in an office environment. | Info/Referral/Consumer Ed | | | 0 | | | | | | | | | | | 0 | 1 | | | | 1 | 1 | |
| 347560 | 08/05/2012 03:10PM | 08/05/2012 03:30PM | Customer reported incomplete Caller ID on the CapTel after moving the CapTel to another room. | Setup | | | 0 | | | | | | | | 1 | | | 1 | | | | | 0 | 1 | |
| 348015 | 08/07/2012 01:30PM | 08/07/2012 01:35PM | Customer's helper inquired about a new CapTel phone. | Info/Referral/Consumer Ed | | | 0 | | | | | | | | | | | 0 | | | 1 | | 1 | 1 | |
| 348016 | 08/07/2012 01:40PM | 08/07/2012 01:47PM | Caller inquired about pricing information. | Info/Referral/Consumer Ed | | | 0 | | | | | | | | | | | 0 | | 1 | | | 1 | 1 | |
| 348682 | 08/09/2012 04:40PM | 08/09/2012 04:45PM | Customer reported their preferred carrier of choice with a digital cable provider. | Setup | | | 0 | | | | | | | | | 1 | | 1 | | | | | 0 | 1 | |
| 350607 | 08/17/2012 02:55PM | 08/17/2012 03:04PM | Customer inquired where to send a voucher to obtain a CapTel. | Info/Referral/Consumer Ed | | | 0 | | | | | | | | | | | 0 | | | 1 | | 1 | 1 | |
| 350815 | 08/18/2012 09:12PM | 08/18/2012 09:21PM | Customer's daughter reported not being able to connect with captions on outgoing calls. | Setup | | | 0 | | | | | | | | | 1 | | 1 | | | | | 0 | 1 | |
| 350850 | 08/19/2012 09:32AM | 08/19/2012 09:48AM | Customer's family member reported receiving a busy signal when dialing to the CapTel 200. | Setup | | | 0 | | | | | | | | | | 1 | 1 | | | | | 0 | 1 | |
| 351072 | 08/20/2012 01:58PM | 08/20/2012 02:05PM | Customer's son reported getting a busy signal on the CapTel phone. | Setup | | | 0 | | | | | | | | | | | 1 | | | | | 0 | 1 | |
| 351079 | 08/20/2012 02:35PM | 08/20/2012 03:20PM | Prospective customer asked about the physical dimensions of the phone and asked for brochure to be sent | Info/Referral/Consumer Ed | | | 0 | | | | | | | | | | | 0 | | | 1 | | 1 | 1 | |
| 352605 | 08/27/2012 03:10PM | 08/27/2012 03:15PM | Customer reported hearing static and loud noise on the Captel 800 phone. | Setup | | | 0 | | | | | | | | | | | 1 | 1 | | | | 0 | 1 | |
| 354963 | 09/07/2012 12:57PM | 09/07/2012 12:59PM | Customer is using digital cable phone service. | Setup | | | 0 | | | | | | | | | 1 | | 1 | | | | | 0 | 1 | |

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| 355553 | 09/10/2012 05:40PM | 09/10/2012 05:50PM | Customer indicated that he could not dial out with captions. | Setup | | | 0 | | | | | | | | | | 1 | | | | | | 0 | 1 | | |
| 355640 | 09/11/2012 09:29AM | 09/11/2012 09:42AM | Customer is thinking about switching to digital cable telephone service. | Setup | | | 0 | | | | | | | | | | 1 | | | | | | 0 | 1 | | |
| 355683 | 09/11/2012 10:26AM | 09/11/2012 11:03AM | Caller inquired about the line requirements for using the CapTel 200. | Info/Referral/Consumer Ed | | | 0 | | | | | | | | | | | 0 | 1 | | | | 1 | 1 | | |
| 356009 | 09/12/2012 02:10PM | 09/12/2012 02:14PM | Customer requested 3 sheets of Call Me cards. | Info/Referral/Consumer Ed | | | 0 | | | | | | | | | | | 0 | | 1 | | | 1 | 1 | | |
| 356605 | 09/15/2012 09:55AM | 09/15/2012 10:00AM | Customer's son inquired if the CapTel 800 was compatible with digital cable | Info/Referral/Consumer Ed | | | 0 | | | | | | | | | | | 0 | 1 | | | | 1 | 1 | | |
| 357007 | 09/17/2012 04:15PM | 09/17/2012 04:20PM | Customer shared a compliment. | Service | | | 0 | | | | | | | | | | | 0 | | | 1 | | 1 | 1 | | |
| 358723 | 09/25/2012 03:31PM | 09/25/2012 03:45PM | Customer's helper noted that they could not dial out with captions. | Setup | | | 0 | | | | 1 | | | | | | | 1 | | | | | 0 | 1 | | |
| 358773 | 09/25/2012 05:45PM | 09/25/2012 06:15PM | Customer asked about using a digital line. | Setup | | | 0 | | | | | | | | | | 1 | | | | | | 0 | 1 | | |
| 360644 | 10/04/2012 12:07PM | 10/04/2012 12:17PM | Customer reported using digital telephone lines. | Setup | | | 0 | | | | | | | | | | 1 | | | | | | 0 | 1 | | |
| 361185 | 10/07/2012 03:43PM | 10/07/2012 03:47PM | Caller inquired about the cost of the captioning service. | Info/Referral/Consumer Ed | | | 0 | | | | | | | | | | | 0 | 1 | | | | 1 | 1 | | |
| 361436 | 10/08/2012 04:36PM | 10/08/2012 07:47PM | Customer's daughter reported the CapTel frequently loses power and the GFI electrical outlet has to be reset. | Setup | | | 0 | | | | | | | | | | 1 | | | | | | 0 | 1 | | |
| 361867 | 10/10/2012 02:22PM | 10/10/2012 02:27PM | Customer inquired if the CapTel 800 would work on digital service. | Setup | | | 0 | | | | | | | | | | 1 | | | | | | 0 | 1 | | |
| 362804 | 10/15/2012 04:02PM | 10/15/2012 04:06PM | Customer's son inquired how to make a captioned call to the CapTel user in 1-Line mode. | Info/Referral/Consumer Ed | | | 0 | | | | | | | | | | | 0 | 1 | | | | 1 | 1 | | |
| 365223 | 10/26/2012 04:05PM | 10/26/2012 04:25PM | Customer stated that her CapTel phone was not connecting to captions. | Setup | | | 0 | | | | | | | | | | 1 | | | | | | 0 | 1 | | |

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| 365891 | 10/30/2012 10:05AM | 10/30/2012 10:19AM | Customer reported that the captions do not connect right away. | Info/Referral/Consumer Ed | | | 0 | | | | | | | | | | | 0 | 1 | | | | 1 | 1 | | |
| 368212 | 11/09/2012 02:31PM | 11/09/2012 02:37PM | Customer reports "Speaker Unclear" message when making outbound Long Distance calls. | Info/Referral/Consumer Ed | | | 1 | 1 | | | | | | | | | | 0 | | | | | 0 | 1 | | |
| 371367 | 11/26/2012 03:30PM | 11/26/2012 03:35PM | Customer shared a compliment. | Service | | | 0 | | | | | | | | | | | 0 | | | | 1 | 1 | 1 | | |
| 372889 | 12/03/2012 12:55PM | 12/03/2012 12:59PM | Customer's daughter reported that the customer has moved and inquired if CSR could activate the customer's phone jack. | Setup | | | 0 | | | | | | | | | 1 | | 1 | | | | | 0 | 1 | | |
| 375501 | 12/13/2012 04:15PM | 12/13/2012 05:21PM | Customer reported difficulty placing outgoing calls on the CapTel 800. | Setup | | | 0 | | | | | | | | | 1 | | 1 | | | | | 0 | 1 | | |
| 376206 | 12/17/2012 02:32PM | 12/18/2012 09:02AM | Customer reported audio disconnections while using the CapTel phones. | Setup | | | 0 | | | | | | | | | 1 | | 1 | | | | | 0 | 1 | | |
| 379667 | 01/03/2013 07:47PM | 01/03/2013 07:55PM | Customer's helper reported trouble calling out on the CapTel in 1-Line mode. | Setup | | | 0 | | | | | 1 | | | | | | 1 | | | | | 0 | 1 | | |
| 379665 | 01/03/2013 07:50PM | 01/03/2013 07:58PM | Customer asked how to place captioned calls to the CapTel. | Info/Referral/Consumer Ed | | | 0 | | | | | | | | | | | 0 | 1 | | | | 1 | 1 | | |
| 380527 | 01/08/2013 09:55AM | 01/10/2013 07:48PM | Customer's son reported the CapTel 800 in 1-Line mode is emitting "beeps" during calls. | Info/Referral/Consumer Ed | | | 0 | | | | | | | | | | | 0 | 1 | | | | 1 | 1 | | |
| 380530 | 01/08/2013 09:55AM | 01/08/2013 10:05AM | Customer's son reported the customer had switcheded providers, and was using the CapTel 800 in 1-Line mode with digital cable. | Setup | | | 0 | | | | | | | | | | 1 | 1 | | | | | 1 | 1 | | |
| 384439 | 01/23/2013 03:15PM | 01/23/2013 03:45PM | Customer reported difficulty making captioned calls from the CapTel 200 in 1-Line mode. | Setup | | | 0 | | | | | | | | | | 1 | 1 | | | | | 0 | 1 | | |
| | | | | | | | 0 | | | | | | | | | | 1 | 1 | | | | | 0 | | | |

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| 385857 | 01/29/2013 05:00PM | 02/04/2013 01:05PM | Customer reported disconnections during some of his captioned calls. | Setup | | | 0 | | | | | | | | | 1 | | 1 | | | | | 0 | 1 | |
| 387019 | 02/04/2013 11:06AM | 02/04/2013 11:12AM | Customer's helper reported being unable to make a captioned call. | Setup | | | 0 | | | | | | | | | 1 | | 1 | | | | | 0 | 1 | |
| 387923 | 02/07/2013 01:36PM | 02/07/2013 01:48PM | Customer's daughter reported difficulties connecting to captions when calling to the CapTel user. | Setup | | | 0 | | | | | | | | | 1 | | 1 | | | | | 0 | 1 | |
| 388287 | 02/08/2013 07:35PM | 02/08/2013 07:40PM | Customer inquired how to install a DSL filter. | Setup | | | 0 | | | | | | | | | 1 | | 1 | | | | | 0 | 1 | |
| 388505 | 02/10/2013 04:40PM | 02/18/2013 07:41PM | Customer reported hearing static on the CapTel 200. | Setup | | | 0 | | | | | | | | | 1 | | 1 | | | | | 0 | 1 | |
| 390446 | 02/19/2013 05:03PM | 02/19/2013 05:08PM | Customer reported switching to a Digital Cable phone line service. | Setup | | | 0 | | | | | | | | | 1 | | 1 | | | | | 0 | 1 | |
| 391524 | 02/24/2013 08:02PM | 02/24/2013 08:10PM | Customer's helper reported an inability to receive incoming captioned calls on the CapTel phone. | Info/Referral/Consumer Ed | | | 0 | | | 1 | | | | | | | | 1 | | | | | 0 | 1 | |
| 391667 | 02/25/2013 10:35AM | 02/25/2013 10:56AM | Caller said that customer was unable to dial out with captions. | Setup | | | 0 | | | | | | | | | | 1 | | 1 | | | | 0 | 1 | |
| 394317 | 03/07/2013 09:25AM | 03/07/2013 09:30AM | Customer said that incoming call to 1-Line CapTel 800 failed to display captions. | Info/Referral/Consumer Ed | | | 0 | | | 1 | | | | | | | | 1 | | | | | 0 | 1 | |
| 394745 | 03/08/2013 11:45AM | 03/08/2013 12:12PM | Customer's daughter reported customer was using a digital cable phone line on the CapTel 800 in 1-Line mode. | Setup | | | 0 | | | | | | | | | 1 | | 1 | | | | | 0 | 1 | |
| 395706 | 03/12/2013 11:34AM | 03/12/2013 11:38AM | Customer's son inquired about setting up CapTel 200 in a nursing home. | Info/Referral/Consumer Ed | | | 0 | | | | | | | | | | | 0 | | 1 | | | 1 | 1 | |
| 396597 | 03/15/2013 01:11PM | 03/15/2013 01:28PM | Customer is using digital cable phone service. | Setup | | | 0 | | | | | | | | | 1 | | 1 | | | | | 0 | 1 | |
| 396599 | 03/15/2013 01:11PM | 03/15/2013 01:28PM | Customer was trying to use the CapTel on a 3-way splitter at a shared wall jack. | Setup | | | 0 | | | | | | | | | 1 | | 1 | | | | | 0 | 1 | |
| 398194 | 03/20/2013 09:22AM | 03/22/2013 09:14AM | Customer's son inquired about default billing. | Info/Referral/Consumer Ed | | | 0 | | | | | | | | | | | 0 | | 1 | | | 1 | 1 | |

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| 398196 | 03/22/2013 09:03AM | 03/22/2013 09:14AM | Customer's son inquired what the phone number for the captioning service is. | Info/Referral/Consumer Ed | | | 0 | | | | | | | | | | | 0 | 1 | | | | 1 | 1 | |
| 398197 | 03/22/2013 09:03AM | 03/22/2013 09:14AM | Customer's son requested two sheets of Call Me cards. | Info/Referral/Consumer Ed | | | 0 | | | | | | | | | | | 0 | | 1 | | | 1 | 1 | |
| 401169 | 04/03/2013 04:36PM | 04/03/2013 05:12PM | Customer's helper reported Caller ID difficulties on the CapTel 200. | Setup | | | 0 | | | | | | | | | | | 1 | | | | | 0 | 1 | |
| 401497 | 04/04/2013 05:17PM | 04/04/2013 05:20PM | Customer's helper inquired about the dialing procedure to reach a CapTel user in 1-line mode. | Info/Referral/Consumer Ed | | | 0 | | | | | | | | | | | 0 | 1 | | | | 1 | 1 | |
| 401604 | 04/05/2013 10:55AM | 05/08/2013 11:36AM | Customer reported being unable to connect with captions on incoming calls in 1-Line mode. | Setup | | | 0 | | | | | | | | | | | 1 | | | | | 0 | 1 | |
| 401781 | 04/05/2013 05:01PM | 04/05/2013 05:14PM | Customer inquired if there is an additional cost to use 2 CapTel phones. | Info/Referral/Consumer Ed | | | 0 | | | | | | | | | | | 1 | | | | | 0 | 1 | |
| 401786 | 04/05/2013 05:01PM | 04/05/2013 05:19PM | Customer shared a compliment. | Other | | | 0 | | | | | | | | | | | 0 | | | | 1 | 1 | 1 | |
| 401783 | 04/05/2013 05:01PM | 04/05/2013 05:16PM | Customer inquired if he needs a DSL filter on a new CapTel 840 he purchased. | Setup | | | 0 | | | | | | | | | | | 1 | | | | | 0 | 1 | |
| 402022 | 04/06/2013 08:18PM | 04/24/2013 07:01PM | Customer's daughter reported being unable to place captioned calls to the CapTel 800 in 1-Line mode. | Service | | | 0 | | | | | | | | | | | 1 | 1 | | | | 0 | 1 | |
| 402745 | 04/09/2013 04:22PM | 04/09/2013 04:26PM | Customer's wife asked CSR how to receive captions on the CapTel 800. | Info/Referral/Consumer Ed | | | 0 | | | | | | | | | | | 0 | 1 | | | | 1 | 1 | |
| 402760 | 04/09/2013 06:08PM | 04/09/2013 06:13PM | Customer's wife requested an additional sheet of Call Me cards. | Info/Referral/Consumer Ed | | | 0 | | | | | | | | | | | 0 | | 1 | | | 1 | 1 | |
| 403033 | 04/10/2013 04:57PM | 04/10/2013 05:19PM | Customer's daughter reported that they just set up the CapTel 800 and the line is busy before they connect to captions. | Setup | | | 0 | | | | | | | | | | | 1 | 1 | | | | 0 | 1 | |
| 404294 | 04/16/2013 11:45AM | 04/16/2013 12:01PM | Customer reported others would hang up before their greeting. | Info/Referral/Consumer Ed | | | 0 | | | | | | | | | | | 0 | 1 | | | | 1 | 1 | |
| 404375 | 04/16/2013 01:55PM | 04/30/2013 02:30PM | Customer's daughter reported the CapTel 800 would stop ringing after 5 rings. | Setup | | | 0 | | | | | | | | | | | 1 | 1 | | | | 0 | 1 | |
| 404219 | 04/16/2013 11:50PM | 04/16/2013 11:56PM | Customer cannot find port for telephone line on CapTel | Setup | | | 0 | | | | | | | | | | | 1 | 1 | | | | 0 | 1 | |

[illegible]

| | TRS Consumer CapTel Complaints Log - Nebraska | | | | | | | | | | | | | | | | | | | | | | | |
|--------------|---|--|-------------------|---|--|---------------|--------------------------|----------------------|--|---------------------------------|-----------------------------------|-----------------------|------------------------------------|----------------|---------------------|------------------------|---------------------|----------------------------|-------------------|-------------------|----------|-------------|-----------------|-------------|
| Tracking No. | (Date created) Date Mo/Day/Yr | (Date Resolved) Date Mo/Day/Yr | Nature of Contact | Type of Complaint (As Originally Noted by Center) | Nebraska Complaints or Inquiries Originating at CapTel Center FY 2012-13 | | | | | | | | | | | | | | | | | | Total Inquiries | Grand Total |
| | | | | | Service Complaints | | | Technical Complaints | | | | | | | | | | | | Other (Inquiries) | | | | |
| | | | | | Accuracy of Captions | Other-Service | Total Service Complaints | Carrier Of Choice | Dialing / Incoming Calls Not Captioned | Dialing / Set up - Call Waiting | Dialing / Set up - Dialing Prefix | Dial Tone - Not Heard | Disconnect/R econnect During Calls | Set up General | Set up Installation | Set up - Menu Features | Technical - General | Total Technical Complaints | Consumer Educ-Gen | Infor. | Referral | Compliments | | |

| TRS Consumer Complaints Log - Nebraska | | | | | | | | | | | | | | | | | | | | | |
|--|--|--|---------------|--------------------------|----------------------|--|---------------------------------|----------------------------------|-----------------------|------------------------------------|----------------|---------------------|------------------------|---------------------|----------------------------|-------------------|-------------------|----------|-------------|-----------------|-------------|
| Statistical Data | | Complaints or Inquiries Originating at CapTel Center | | | | | | | | | | | | | | | | | | Total Inquiries | Grand Total |
| | | Service Complaints | | | Technical Complaints | | | | | | | | | | | | Other (Inquiries) | | | | |
| | | Accuracy of Captions | Other-Service | Total Service Complaints | Carrier Of Choice | Dialing / Incoming Calls Not Captioned | Dialing / Set up - Call Waiting | Dialing / Setup - Dialing Prefix | Dial Tone - Not Heard | Disconnect/R econnect During Calls | Set up General | Set up Installation | Set up - Menu Features | Technical - General | Total Technical Complaints | Consumer Educ-Gen | Infor. | Referral | Compliments | | |
| | | | | | | | | | | | | | | | | | | | | | |
| Totals - Fiscal Year 2012-13 | | 0 | 1 | 1 | 0 | 4 | 0 | 2 | 0 | 1 | 2 | 38 | 2 | 6 | 55 | 20 | 8 | 2 | 4 | 34 | 90 |

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| | (Date created) | (Date Resolved) | | |
| Tracking No. | Date Mo/Day/Yr | Date Mo/Day/Yr | Nature of Contact | Nature of Complaint / Resolution |
| 335592 | 06/11/2012 10:46am | 06/11/2012 10:53am | Customer asked if he could use a wireless connection with his CapTel 800. | CSR advised customer that the CapTel Phone 800 is not designed for wireless use and advised customer to acquire a standard analog phone line to support CapTel or use 2-Line CapTel with the second line being an analog line. |
| 336882 | 06/16/2012 09:05am | 06/16/2012 09:15am | Customer's phone technician inquired how to use voicemail with the CapTel phone. | CSR advised the customer's phone service technician that the customer will need a 7 to 10 digit number to access their voicemail, and then they will follow the prompts as they are captioned to access voicemail messages. |
| 337185 | 06/18/2012 11:30am | 06/18/2012 11:37am | Customer's helper inquired if they can use a wireless connect cell service for the CapTel 800. | CSR advised customer that the CapTel Phone 800 is not designed for wireless phone service and advised customer to acquire a standard analog phone line to support CapTel or use 2-Line CapTel with the second line being an analog line. |
| 339365 | 06/27/2012 05:24pm | 06/27/2012 05:27pm | Customer's daughter reported using digital cable phone lines. | CSR advised customer that the CapTel Phone 800 is not designed for digital cable use and advised customer to acquire a standard analog phone line to support CapTel or use 2-Line CapTel with the second line being an analog line. |
| 339827 | 06/29/2012 03:20pm | 06/29/2012 03:45pm | Customer requested 3 sheets of Call-Me cards | CSR sent customer information as requested. |
| 339815 | 06/29/2012 03:20pm | 06/29/2012 03:45pm | Customer stated that he was not getting captions on incoming phone calls. | CSR advised customer to turn off 2-Line mode in the menu of the CapTel phone because customer uses one phone line with CapTel. Confirmed this resolved the customer's |
| 340117 | 06/29/2012 06:34pm | 07/01/2012 06:43pm | Caller asked how to reach a CapTel user through the captioning service. | CSR explained the proper dialing procedure to reach a 1-Line CapTel user. CSR confirmed caller reached CapTel user successfully. |
| 340116 | 06/29/2012 06:34pm | 06/29/2012 06:43pm | Caller inquired as to why it is important to register their long distance provider. | CSR explained that in order to prevent getting billed by the state's default provider, callers who contact the CapTel user long distance should register their phone number and long distance carrier with CapTel Customer Service first. CSR further explained |
| 340069 | 07/01/2012 01.16 PM | 07/01/2012 01.30 PM | Customer's son called in to test the newly setup CapTel 800 in 2-Line mode. | CSR performed test calls with the son to confirm that the CapTel phone is working in 2-Line mode. |
| 340377 | 07/02/2012 07.40 PM | 07/02/2012 07.40 PM | Customer's helper reported the CapTel did not receive captions on an incoming call. | CSR explained that in order for the CapTel 200 to receive captions in 1-Line mode, callers must first dial through the toll-free captioning service number. |
| 341425 | 07/09/2012 08.25 AM | 07/09/2012 08.30 AM | Customer shared a compliment. | "Every time we had to call Customer service, the service has been excellent. We have received prompt and courteous service. The CapTel Staff has stayed right on the line until |
| 341847 | 07/10/2012 11.41 AM | 07/10/2012 02.07 PM | Customer inquired about long distance registration for incoming callers when dialing into the CapTel phone. | CSR explained the importance of registering one's preferred long-distance carrier to avoid being billed by the state default carrier. |
| 342337 | 07/12/2012 09.58 AM | 07/12/2012 10.02 AM | Customer reported that they lose the caption connection and they experience garbled captions. | CSR sent customer a letter that advised customer of the importance of DSL filters on all telephone jacks except the computer and modem. Customer stated that they will contact CapTel Customer Service if further assistance is |
| 342565 | 07/13/2012 09.36 AM | 07/13/2012 09.40 AM | Customer's wife reported that the customer is being hung up on. | CSR explained the use of the signal meter during calls; also advised anticipating the other party's greeting and trying to speak sooner to avoid hang-ups. Conducted test call with customer to practice above tips. |

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|--------------|---------------------|---------------------|---|---|
| Tracking No. | Date Mo/Day/Yr | Date Mo/Day/Yr | Nature of Contact | Nature of Complaint / Resolution |
| 342992 | 07/15/2012 12.06 PM | 07/15/2012 12.12 PM | Customer's daughter reported that incoming calls were not getting captions. | CSR explained that in 1-Line mode all incoming calls must be dialed through the captioning service number to receive captions. |
| 345783 | 07/27/2012 03.22 PM | 07/27/2012 06.14 PM | State representative requested information on setting up a CapTel 800 in an office environment. | CSR sent state representative an email detailing the requirements to setup the CapTel 800 in an office environment. |
| 347560 | 08/05/2012 03:10PM | 08/05/2012 03:30PM | Customer reported incomplete Caller ID on the CapTel after moving the CapTel to another room. | CSR advised customer to use a duplex jack instead of a line splitter on a wall jack that was being utilized by two devices. |
| 348015 | 08/07/2012 01:30PM | 08/07/2012 01:35PM | Customer's helper inquired about a new CapTel phone. | CSR referred the customer's helper to the national distributor for further assistance. |
| 348016 | 08/07/2012 01:40PM | 08/07/2012 01:47PM | Caller inquired about pricing information. | CSR provided the caller with the current contact information for the National Distributor and for the state issuing agency for further assistance. |
| 348682 | 08/09/2012 04:40PM | 08/09/2012 04:45PM | Customer reported their preferred carrier of choice with a digital cable provider. | CSR advised customer that the CapTel Phone 800 is not designed for digital cable use and advised customer to acquire a standard analog phone line to support CapTel or use 2-Line CapTel with the second line being an analog line. Also discussed the option of using a CapTel 840i. |
| 350607 | 08/17/2012 02:55PM | 08/17/2012 03:04PM | Customer inquired where to send a voucher to obtain a CapTel. | CSR provided the customer with the current contact information for the National Distributor for assistance. |
| 350815 | 08/18/2012 09:12PM | 08/18/2012 09:21PM | Customer's daughter reported not being able to connect with captions on outgoing calls. | CSR advised customer to turn off 2-Line mode in the menu of the CapTel phone because customer uses one phone line with the CapTel phone. Confirmed this resolved customer's experience. |
| 350850 | 08/19/2012 09:32AM | 08/19/2012 09:48AM | Customer's family member reported receiving a busy signal when dialing to the CapTel 200. | Troubleshooting revealed the telephone cord was not plugged in. CSR confirmed once the telephone cord was secured, the CapTel can connect successfully with the captioning service. |
| 351072 | 08/20/2012 01:58PM | 08/20/2012 02:05PM | Customer's son reported getting a busy signal on the CapTel phone. | Son reported customer had a medical alert device plugging into the Line 2 port of the CapTel phone. CSR advised that the Line 2 port is for a second line and not for plugging in another device. CSR advised customer to obtain a duplex or "y" jack to use in conjunction with another device that shares the same wall jack as the CapTel phone. |
| 351079 | 08/20/2012 02:35PM | 08/20/2012 03:20PM | Prospective customer asked about the physical dimensions of the phone and asked for brochure to be sent | CSR gave the specifications for the phone and per caller's request, sent customer a literature sheet on the CapTel phone 800. CSR also referred caller to the state issuing agency to inquire upon obtaining a phone. |
| 352605 | 08/27/2012 03:10PM | 08/27/2012 03:15PM | Customer reported hearing static and loud noise on the Captel 800 phone. | CSR advised customer to contact the telephone service provider to ensure a quality line. |
| 354963 | 09/07/2012 12:57PM | 09/07/2012 12:59PM | Customer is using digital cable phone service. | CSR advised customer that the CapTel 800 is not designed for digital cable use and advised customer to acquire a standard analog phone line to support CapTel. |

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|--------------|--------------------|--------------------|---|---|
| Tracking No. | Date Mo/Day/Yr | Date Mo/Day/Yr | Nature of Contact | Nature of Complaint / Resolution |
| 355553 | 09/10/2012 05:40PM | 09/10/2012 05:50PM | Customer indicated that he could not dial out with captions. | CSR advised customer to turn off 2-Line mode in the menu of the CapTel phone because customer uses one phone line with the CapTel phone. Confirmed this resolved customer's experience. |
| 355640 | 09/11/2012 09:29AM | 09/11/2012 09:42AM | Customer is thinking about switching to digital cable telephone service. | CSR advised customer that the CapTel Phone 800 is not designed for digital cable use and advised customer to acquire a standard analog phone line to support CapTel or use 2-Line CapTel with the second line being an analog line. |
| 355683 | 09/11/2012 10:26AM | 09/11/2012 11:03AM | Caller inquired about the line requirements for using the CapTel 200. | CSR explained the connection requirements for using the CapTel in both 1-Line mode and 2-Line mode. |
| 356009 | 09/12/2012 02:10PM | 09/12/2012 02:14PM | Customer requested 3 sheets of Call Me cards. | CSR sent the customer 3 sheets of Call Me cards as requested. |
| 356605 | 09/15/2012 09:55AM | 09/15/2012 10:00AM | Customer's son inquired if the CapTel 800 was compatible with digital cable. | CSR explained the CapTel 800 is designed for analog or filtered DSL phone lines and that CapTel cannot guarantee use on digital cable lines. |
| 357007 | 09/17/2012 04:15PM | 09/17/2012 04:20PM | Customer shared a compliment. | Customer stated, "I love it!" |
| 358723 | 09/25/2012 03:31PM | 09/25/2012 03:45PM | Customer's helper noted that they could not dial out with captions. | CSR determined that there was a mistaken dialing prefix programmed. CSR assisted helper in deleting the mistaken dialing prefix. This resolved problem and customer was subsequently able to dial out with captions. |
| 358773 | 09/25/2012 05:45PM | 09/25/2012 06:15PM | Customer asked about using a digital line. | CSR advised customer's helper that the CapTel Phone 200 is not designed for digital cable usage and advised customer to acquire a standard analog phone line to support CapTel or use 2-Line CapTel with the second line being an analog line. Also discussed the option of using a CapTel 840i. |
| 360644 | 10/04/2012 12:07PM | 10/04/2012 12:17PM | Customer reported using digital telephone lines. | CSR advised customer that the CapTel Phone 200 is not designed for digital cable use and advised customer to acquire a standard analog phone line to support CapTel or use 2-Line CapTel with the second being an analog line. |
| 361185 | 10/07/2012 03:43PM | 10/07/2012 03:47PM | Caller inquired about the cost of the captioning service. | CSR explained that there is no charge for the captioning service due to costs being covered by state and federal relay funds as part of the Americans with Disabilities Act. |
| 361436 | 10/08/2012 04:36PM | 10/08/2012 07:47PM | Customer's daughter reported the CapTel frequently loses power and the GFI electrical outlet has to be reset. | Investigation revealed the CapTel was sharing a GFCI electrical outlet with a lamp, and the GFCI electrical outlet was shutting the electrical outlet off. CSR advised customer's daughter to connect the lamp that is sharing the electrical outlet with CapTel to a different electrical outlet. CSR confirmed the CapTel has successfully connected to |
| 361867 | 10/10/2012 02:22PM | 10/10/2012 02:27PM | Customer inquired if the CapTel 800 would work on digital service. | CSR advised customer that the CapTel Phone 800 is not designed for digital cable use and advised customer that the CapTel requires a standard analog phone line to support CapTel or use 2-Line CapTel with the second line being an analog line. . |
| 362804 | 10/15/2012 04:02PM | 10/15/2012 04:06PM | Customer's son inquired how to make a captioned call to the CapTel user in 1-Line mode. | CSR explained that in order for the CapTel 200/800 to receive captions in 1-Line mode, callers must first dial through the toll-free captioning service number. |
| 365223 | 10/26/2012 04:05PM | 10/26/2012 04:25PM | Customer stated that her CapTel phone was not connecting to captions. | CSR advised customer disconnect the defective answering machine from the wall jack. Customer confirmed captions connect successfully. |

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| Tracking No. | Date Mo/Day/Yr | Date Mo/Day/Yr | Nature of Contact | Nature of Complaint / Resolution |
| 365891 | 10/30/2012 10:05AM | 10/30/2012 10:19AM | Customer reported that the captions do not connect right away. | CSR informed customer that the captions will take a few seconds to fully connect in 1-Line mode. |
| 368212 | 11/09/2012 02:31PM | 11/09/2012 02:37PM | Customer reports "Speaker Unclear" message when making outbound Long Distance calls. | CSR explained to customer that if they are talking with someone who speaks very quickly, who is in a noisy environment, or who has a heavy accent, they may sometimes see (Speaker Unclear) on their CapTel display. This means the CA could not hear that particular word or words clearly enough to determine what was said. CSR advised customer to simply ask the other party to repeat what they said as the CapTel CA cannot get involved to ask for clarification. |
| 371367 | 11/26/2012 03:30PM | 11/26/2012 03:35PM | Customer shared a compliment. | Customer stated, "Thanks for all your help. I love my CapTel phone!" |
| 372889 | 12/03/2012 12:55PM | 12/03/2012 12:59PM | Customer's daughter reported that the customer has moved and inquired if CSR could activate the customer's phone jack. | CSR advised customer's daughter to contact a phone service provider for further assistance. |
| 375501 | 12/13/2012 04:15PM | 12/13/2012 05:21PM | Customer reported difficulty placing outgoing calls on the CapTel 800. | After troubleshooting, CSR advised replacing the telephone cord connecting the CapTel phone to the telephone wall jack. CSR subsequently confirmed that the CapTel has been able to place outgoing calls successfully since the initial |
| 376206 | 12/17/2012 02:32PM | 12/18/2012 09:02AM | Customer reported audio disconnections while using the CapTel phones. | Further investigation found the customer has digital cable telephone service. CSR advised customer that the CapTel Phone 200 is not designed for digital cable use and advised customer to acquire a standard analog phone line to support CapTel or use 2-Line CapTel with the second line being an analog line. Also discussed the option of using a CapTel |
| 379667 | 01/03/2013 07:47PM | 01/03/2013 07:55PM | Customer's helper reported trouble calling out on the CapTel in 1-Line mode. | CSR advised proper programming of dialing prefix for outbound captioned calling. Confirmed this adjustment resolved customer's experience. |
| 379665 | 01/03/2013 07:50PM | 01/03/2013 07:58PM | Customer asked how to place captioned calls to the CapTel. | CSR explained that in 1-Line mode calls would need to be dialed through the captioning service number first in order to receive captions. |
| 380527 | 01/08/2013 09:55AM | 01/10/2013 07:48PM | Customer's son reported the CapTel 800 in 1-Line mode is emitting "beeps" during calls. | Further investigation revealed that the customer and the customer's son were hearing seek tones on the line. CSR advised customer that when someone answers a phone other than the CapTel phone when the other party has called through the captioning service, it will be normal to hear "seek tones" or "beeps" that reoccur throughout the call. This means that the captioning service is sending a signal or "seek tone" trying to connect to a CapTel phone. CSR explained that one can go and pick up the CapTel phone and then hang up the traditional phone so that the CapTel can establish captions successfully. |
| 380530 | 01/08/2013 09:55AM | 01/08/2013 10:05AM | Customer's son reported the customer had switched providers, and was using the CapTel 800 in 1-Line mode with digital cable. | CSR advised the caller that the CapTel 800 in 1-Line mode is not designed for digital cable lines, and recommended the customer use the CapTel with an analog line, or use the phone in 2-Line mode, with the second line being analog. |
| 384439 | 01/23/2013 03:15PM | 01/23/2013 03:45PM | Customer reported difficulty making captioned calls from the CapTel 200 in 1-Line mode. | CSR sent over-the-wire updates to customer's CapTel 200 to turn on pulse dialing and 1-Line mode. CSR confirmed this resolved the experience. |

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| Tracking No. | Date Mo/Day/Yr | Date Mo/Day/Yr | Nature of Contact | Nature of Complaint / Resolution |
| 385857 | 01/29/2013 05:00PM | 02/04/2013 01:05PM | Customer reported disconnections during some of his captioned calls. | CSR advised customer to confirm the proper set-up of DSL filters and provided detailed information on the necessary set-up. Per caller's request, CSR also sent customer the necessary set up information via US Mail explaining how to <u>install the DSL filters for his CapTel phone set-up.</u> |
| 387019 | 02/04/2013 11:06AM | 02/04/2013 11:12AM | Customer's helper reported being unable to make a captioned call. | CSR advised customer to turn off 2-Line mode in the menu of the CapTel phone because customer uses one phone line with CapTel. Confirmed this resolved customer's |
| 387923 | 02/07/2013 01:36PM | 02/07/2013 01:48PM | Customer's daughter reported difficulties connecting to captions when calling to the CapTel user. | CSR advised daughter that the CapTel Phone 800 is not designed for digital cable use and advised customer to acquire a standard analog phone line to support CapTel or use 2-Line CapTel with the second line being an analog line. <u>Also discussed the option of using a CapTel 840i.</u> |
| 388287 | 02/08/2013 07:35PM | 02/08/2013 07:40PM | Customer inquired how to install a DSL filter. | CSR explained the DSL filter should plug directly into the telephone jack and the CapTel phone cord should connect to <u>the other end of the DSL filter.</u> |
| 388505 | 02/10/2013 04:40PM | 02/18/2013 07:41PM | Customer reported hearing static on the CapTel 200. | CSR advised customer to connect the CapTel to a different telephone jack. Customer declined further troubleshooting and subsequently reported they were going to pursue a <u>repair/replacement of the phone.</u> |
| 390446 | 02/19/2013 05:03PM | 02/19/2013 05:08PM | Customer reported switching to a Digital Cable phone line service. | CSR advised customer that the CapTel Phone 800 is not designed for digital cable use and advised customer to acquire a standard analog phone line to support CapTel or <u>use 2-Line CapTel with the second line being an analog line.</u> |
| 391524 | 02/24/2013 08:02PM | 02/24/2013 08:10PM | Customer's helper reported an inability to receive incoming captioned calls on the CapTel phone. | CSR advised helper of the correct dialing procedure to reach a CapTel user in 1-Line mode. |
| 391667 | 02/25/2013 10:35AM | 02/25/2013 10:56AM | Caller said that customer was unable to dial out with captions. | CSR advised caller to change CapTel 200 from tone dialing to pulse dialing. CSR confirmed that this resolved customer's experience. |
| 394317 | 03/07/2013 09:25AM | 03/07/2013 09:30AM | Customer said that incoming call to 1-Line CapTel 800 failed to display captions. | CSR advised customer that callers must first dial captioning service number, then dial her area code and number in order <u>for captions to appear on 1-Line CapTel 800.</u> |
| 394745 | 03/08/2013 11:45AM | 03/08/2013 12:12PM | Customer's daughter reported customer was using a digital cable phone line on the CapTel 800 in 1-Line mode. | CSR advised customer that the CapTel Phone 800 is not designed for digital cable use and advised customer to acquire a standard analog phone line to support CapTel or use 2-Line CapTel with the second line being an analog line. <u>Also discussed the option of using a CapTel 840i.</u> |
| 395706 | 03/12/2013 11:34AM | 03/12/2013 11:38AM | Customer's son inquired about setting up CapTel 200 in a nursing home. | CSR explained if the phone is used on a PBX, it would require an analog port. CSR further explained that the CapTel 200 could be used on a dedicated phone line in the <u>customer's room.</u> |
| 396597 | 03/15/2013 01:11PM | 03/15/2013 01:28PM | Customer is using digital cable phone service. | CSR advised customer's helper that the CapTel 200 is not designed for digital cable use and advised customer to <u>acquire a standard analog phone line to support CapTel.</u> |
| 396599 | 03/15/2013 01:11PM | 03/15/2013 01:28PM | Customer was trying to use the CapTel on a 3-way splitter at a shared wall jack. | CSR advised customer's helper to obtain a triplex jack to use with other devices at a shared wall jack with the CapTel <u>phone.</u> |
| 398194 | 03/20/2013 09:22AM | 03/22/2013 09:14AM | Customer's son inquired about default billing. | CSR explained that the customer and individuals calling long distance through the captioning service should register their preferred carrier to ensure that they do not receive <u>additional billing from the state's default carrier.</u> |

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| 398196 | 03/22/2013 09:03AM | 03/22/2013 09:14AM | Customer's son inquired what the phone number for the captioning service is. | CSR provided customer's son with the phone number for the captioning service. |
| 398197 | 03/22/2013 09:03AM | 03/22/2013 09:14AM | Customer's son requested two sheets of Call Me cards. | CSR sent customer the requested material. |
| 401169 | 04/03/2013 04:36PM | 04/03/2013 05:12PM | Customer's helper reported Caller ID difficulties on the CapTel 200. | Customer has digital cable for phone service. CSR explained to customer that the CapTel 200 was designed for use on analog lines. |
| 401497 | 04/04/2013 05:17PM | 04/04/2013 05:20PM | Customer's helper inquired about the dialing procedure to reach a CapTel user in 1-line mode. | CSR explained the procedure of dialing to the captioning service then entering in the CapTel user's phone number. □ |
| 401604 | 04/05/2013 10:55AM | 05/08/2013 11:36AM | Customer reported being unable to connect with captions on incoming calls in 1-Line mode. | CSR advised customer that the CapTel Phone 200 is not designed for digital cable use and advised customer to acquire a standard analog phone line to support CapTel or use 2-Line CapTel with the second line being an analog line. Also discussed the option of using a CapTel 840. |
| 401781 | 04/05/2013 05:01PM | 04/05/2013 05:14PM | Customer inquired if there is an additional cost to use 2 CapTel phones. | CSR explained that there is no cost to use the captioning service, even if using 2 CapTel phones. |
| 401786 | 04/05/2013 05:01PM | 04/05/2013 05:19PM | Customer shared a compliment. | Customer stated, "You have been very pleasurable and helpful, and I compliment you because you do a great job, better than anyone I have talked to all month." |
| 401783 | 04/05/2013 05:01PM | 04/05/2013 05:16PM | Customer inquired if he needs a DSL filter on a new CapTel 840 he purchased. | CSR advised customer of the importance of using a DSL filter when connecting the CapTel phone to a DSL line. |
| 402022 | 04/06/2013 08:18PM | 04/24/2013 07:01PM | Customer's daughter reported being unable to place captioned calls to the CapTel 800 in 1-Line mode. | CSR worked extensively with the customer to explore and confirm their set up. Once all was confirmed in the set up, Technical support opened a trouble ticket and worked with the carrier. Calls were also changed to route over another carrier's network, which the customer's daughter confirmed resolved the customer's experience fully. |
| 402745 | 04/09/2013 04:22PM | 04/09/2013 04:26PM | Customer's wife asked CSR how to receive captions on the CapTel 800. | CSR explained the proper dialing procedure for the other party to reach a 1-Line CapTel user by dialing the toll-free captioning service number. |
| 402760 | 04/09/2013 06:08PM | 04/09/2013 06:13PM | Customer's wife requested an additional sheet of Call Me cards. | CSR sent the requested materials. |
| 403033 | 04/10/2013 04:57PM | 04/10/2013 05:19PM | Customer's daughter reported that they just set up the CapTel 800 and the line is busy before they connect to captions. | During troubleshooting, CSR sent an over-the-wire update to program the dialing prefix for outbound captioned calling. Confirmed this adjustment resolved customer's experience. □ |
| 404294 | 04/16/2013 11:45AM | 04/16/2013 12:01PM | Customer reported others would hang up before their greeting. | CSR explained the use of the signal meter during calls; also advised anticipating the other party's greeting and trying to speak sooner to avoid hang-ups. Conducted test call with customer to practice above tips. |
| 404375 | 04/16/2013 01:55PM | 04/30/2013 02:30PM | Customer's daughter reported the CapTel 800 would stop ringing after 5 rings. | Further investigation revealed that the CapTel 800 is being used on a PBX system designed to stop after 5 rings. The customer's daughter confirmed the phone does work and they will work around the 5 rings until the customer relocates to a new home. |
| 404219 | 04/16/2013 11:50PM | 04/16/2013 11:56PM | Customer cannot find port for telephone line on CapTel | Customer was able to locate the ports for the phone line on CapTel 200. |

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| 404932 | 04/18/2013 11:17AM | 04/21/2013 12:08PM | Customer's daughter indicated that customer could call out but that when they tried calling her they experienced just silence. | Technical assistance confirmed that there was a problem with the phone network which was resolved. CSR's subsequent contact with customer confirmed that all was now well with her captioned calling. |
| 405554 | 04/21/2013 12:21PM | 04/21/2013 12:47PM | Customer's son reported the CapTel 200 was not always connecting to captions on incoming calls. | Investigation revealed the CapTel 200 was previously set up in 2-Line mode. CSR explained that in order for the CapTel 200 to receive captions in 1-Line mode, callers must first dial through the toll-free captioning service number. CSR explained the proper dialing procedure when placing calls through the captioning service. CSR confirmed this resolved the customer's experience. |
| 405555 | 04/21/2013 12:21PM | 04/21/2013 12:47PM | Customer's son requested two sheets of Call Me cards be sent to the customer. | CSR sent the requested materials |
| 409095 | 05/06/2013 11:55AM | 05/06/2013 12:05PM | Customer's daughter asked about the incoming call procedure. | CSR confirmed how other parties can dial via the designated Captioning Service number and then input customer's complete telephone number. CSR further confirmed how to place a captioned call from a cellular telephone. Finally, CSR offered the option of 2-Line CapTel for direct captioned calling. |
| 410018 | 05/09/2013 09:37AM | 05/09/2013 09:50AM | Customer's helper reported her caller ID no longer shows up. | CSR advised customer that the CapTel Phone 800 is not designed for digital cable use and advised customer to acquire a standard analog phone line to support CapTel or use 2-Line CapTel with the second line being an analog line. Also discussed the option of using a CapTel 840i. |
| 411050 | 05/10/2013 04:00PM | 05/15/2013 03:28PM | Customer stated she is having difficulty using her CapTel phone on digital cable phone service. | CSR advised customer how the type of phone line and the set-up can affect the CapTel phone's ability to connect with captions. CSR further advised customer that the CapTel 200 is not designed for digital cable use and advised customer to acquire a standard analog phone line to support the CapTel. ☐ |
| 410690 | 05/11/2013 07:07PM | 05/11/2013 07:14PM | Customer's daughter inquired how to setup the CapTel 200 in a new residence. | CSR advised customer's daughter to plug in the electrical cord and the CapTel 200 phone cord into a DSL filter or directly into the telephone jack if customer has a whole house DSL filter. |
| 411303 | 05/14/2013 12:12PM | 05/14/2013 12:26PM | Customer's helper reported no dial tone on the CapTel 800. | CSR suggested trying the CapTel at a different wall jack. This resolved the customer's experience |
| 412771 | 05/20/2013 02:55PM | 05/20/2013 03:05PM | Daughter reported being unable to place an outgoing call from the CapTel 200 phone. | Troubleshooting revealed that there was a medical alert device connected to the CapTel. CSR advised daughter to disconnect the device. Further explained the use and setup of a duplex or "v" jack to connect the 2 devices to the wall |
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| Tracking No. | Date Mo/Day/Yr | Date Mo/Day/Yr | Nature of Contact | Nature of Complaint / Resolution |
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| Statistical Data | | Problem/Resolution | | |
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| Totals - Fiscal Year 2012-13 | | | | |